

Minutes

Network Provider Relations Meeting

Facilitator: Cara Lucero

July 11, 2007

REVISED

Check-In: Attendees

Twylla Abrahamson, Cara Lucero, Tom Lind, Eric Branson, Nicole Paul, Honey Cowan, Kathryn Silvestri, Betty Readle, Gina Walker, and Mary Coleman

Review of Minutes: Minutes approved.

Announcements/Information

- Reviewed past letter to the Quality Improvement Committee requesting rate increases for Network Providers. Members gave suggestions to Nicole Paul for review for new letter she is creating. Nicole is the Network Provider Relations Committee representative and will present the letter to the QIC. Nicole will send the letter now, and again in December. Nicole will cc Richard and Maureen, and Network Providers.
- Avatar MSO is scheduled to go live August 1, 2007. Initially it may cause a delay in payment to Network Providers but will expedite payments in the future.
- Reminder to Network Providers that they must attach a copy of the Service Authorization to the CMS 1500 when billing. Please remember to use the new CMS 1500 forms. Providers are reminded that the original authorization is their contact copy and providers should only attach a copy to their billing.
- Cara shared the results of the Network Provider Satisfaction Survey. It was suggested that we add the question "Are payments adequate" to the survey. Some suggestions from the survey were given to Nicole to incorporate in the letter to the QIC on rate increases.
- **Network Provider Collaborative (previously called Network Provider Mixer) will be held in October 2007. Possible dates are October 11 and 18th. Two possible speakers could be Teresa Rasor, LMFT. Ms. Rasor is the previous Director of Lighthouse Counseling and Family Resource Center in Lincoln and Rebecca Keck from Placer County. Both specialize in short-term, solution focused, strength based therapy. Wally Keller from Managed Care has emailed Teresa Rasor to see if she would be available. Cara will check with Rebecca Keck on her availability.**
- Cara announced the introduction of the Managed Care Unit webpage on the Placer County Website www.placer.ca.gov. All the required forms providers use is accessible on this webpage, including the new draft Network Provider Manual. Providers are asked to review the website and bring any questions to the next Network Provider Committee meeting.
- Authorizations are being tightened to be more short-term and solution focused. Memos from the director went out to all CSOC staff implementing a 3/13 structure (3 assessment sessions, and 13 sessions that can be split between individual and collateral.
- Newsletter submissions are due to Nicole Paul. Please submit them to Nicole at npaul@sierrafamily.org Twylla and Cara will send information to Nicole regarding Avatar MSO, information about the Provider Collaborative date. Possible dates for the Provider Collaborative are October 11th and 18th.

Action Items/Information

- Cara and Twylla will get newsletter articles to Nicole Paul.
- Continue to brainstorm ideas for recruiting new members to the Network Provider Committee.
- Continue to discuss additional areas of specialized practice to be added to credentialing packet.
- Continue to discuss credentialing criteria; cleanliness of private practice office, willingness to do next day assessments, submitting current license and insurance on yearly anniversary date to re-credential.
- Nurtured Heart website: www.difficultchild.com

Next Meeting: August 8, 2007 at 10:30 a.m., Nevada Street Conference Room